

Customer Product and Price List
for
Gartner Research And Advisory Services



Reference Seat	Advisor Seat
\$2,730*	\$5,880*

***Pricing is based on at least 100 seats aggregated from all state and local purchasers. These prices are based on a one year new subscription or renewal. All new subscriptions or renewals will be pro-rated through May 2005, the contract expiration date.**



Product Description

Both **Reference Seat** and **Advisor Seat** include the following:

1. Research & Advisory Services

Core Research users have access to Gartner Research & Advisory Services. Research & Advisory Services provide valuable research and in-depth analysis on the IT issues that affect your enterprise. Research & Advisory Services are renowned for scope, depth, quality and value. In addition, Research & Advisory Services provide in-depth analysis of dominant trends, companies and products. Gartner Research & Advisory Services examine every aspect Information technology, provide coverage of strategic business initiatives and provide vertical industry expertise. In addition, since Core Research is grouped by focus areas and core topics, it's always easy to find what you're looking for.

Research notes - Straight from our expert analysts, our research notes provide valuable research and in-depth analysis on the IT issues that affect your enterprise. Gartner research notes are renowned for their scope, depth, quality and value and are delivered in the following ways:

- **Focus Areas:** Are sub-divisions of Gartner's work that represents a specific set of interests for a common set of clients. There are three classes of Focus Area:
Core Technologies (e.g., "Hardware Platforms")
Strategic Business Initiatives (e.g., "Customer Relationship Management")
Vertical Industries (e.g., "Financial Services")
- **Core Topics:** Are basically Focus Areas that have been subdivided into a small number of related fields.

For example, the Financial Services Focus Area includes two Core Topics: *"Financial Services Architectures and Emerging Technologies"* and *"Financial Services Drivers, Strategies, Direction and Vision"*.
- **Spotlights:** Are target specific client issues. They are designed to consider the issue from several different perspectives and deliver a coherent answer at several levels that provides different levels of complexity for different readers.

2. Dataquest

Dataquest research focuses on five primary IT Marketplaces both from global and regional perspectives. These Marketplaces include: Hardware, Software, Telecom, IT Services, and Semiconductor. Gartner Dataquest research that is of interest across a wide variety of vendor clients is included in Core Research.

- **Perspectives:** Detailed analysis of products, markets, technologies and competition.
- **Alerts** - Event-driven bulletins addressing each of the IT and telecom markets.
- **Research Briefs:** Strategic and tactical analysis of the latest research findings in the IT and telecom market, similar to Perspectives except in a shorter executive format.
- **Telebriefings:** Audio teleconferences on the findings of the latest market developments.
- **Newsletters:** Industry-focused newsletters providing up-to-the-minute analysis on the top stories in the IT and telecom markets, capturing recent announcements and the potential impact on the market.
- **Executive Summaries:** Top-level analysis and recommendations from Cluster research reports.
- **Guides:** An overview of the research methodology as it pertains to vendor-based research, user-based research and market forecasting for each of the IT and telecom market segments.

3. Datapro

Datapro analysts continuously update reports covering thousands of competitive products worldwide in a consistent format for comparative purposes. Datapro also provides technology overviews to help clients better understand categories of existing and emerging technologies. Datapro also provides comprehensive coverage of the full range of products and technologies associated with computer hardware, software, communications products, financial services, electronic business, and healthcare application software worldwide.

- **Product Reports** offer complete product details — coverage of strengths, weaknesses, and compatibility to enable clients to quickly gauge what's on the market.

- **Technology Overview Reports** provide extensive background information and details on technology areas or product categories — technology basics, standards, and market leaders — so clients can understand technologies.
- **Comparison Columns** provide “at a glance,” side-by-side compilations of product pricing, features and functions so clients can easily determine which products meet their needs.

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In addition to the products above, the **Advisor Seat** includes:

4. **Analyst Inquiry**

You will receive the personal attention of Gartner’s analysts. When you call in or E-mail your questions to a client inquiry specialist, your inquiries are then handled rapidly and thoughtfully by top experts. When you need answers to important questions, Gartner’s analyst team is an extension to your staff.

5. **Audioconferences**

Regular “telephone meetings” on pressing, timely issues. Gartner analysts speak on these topics for half an hour and then poll the listeners. Audioconferences enable you to network with other clients anonymously and to hear about issues that others are facing.

6. **Talking Technology Series**

This monthly audiocassette or CD gives listeners an executive summary — in clear, simple terms — of the hottest issues in IT and the best pieces of advice from Gartner analysts. The audio-magazine format will help you to leverage commute or travel time to keep up to date on the latest trends.

7. **One Theme Conference Ticket**

Theme Conferences cover some of today's most pressing issues. They provide an integrated perspective of issues and feature analysts.